

# DittoIT Monitoring, Ticket and Protection Information.



There will be 2 icons in the System Tray (by the time)



The  is for submitting a ticket to the Helpdesk. Right click the choose Submit Ticket.

The Below box will appear. Please fill in the Issue Summary, Issue Details then click Submit.

**COMODO Client - Communication** Submit ticket

Please fill in the fields below and describe details of your issue:

Issue Summary  
Website Blocked

Department  
Support Department

Priority Level  
Normal


Issue Details  
Please allow access to www.bbc.co.uk

Include device data (brand, model, serial number, logged on user, domain/workgroup)

Note: Company, Device Name and Owner are included by default.

Submit Cancel



The other icon  is the Antivirus, Firewall, Malware and Containment Protection.

If at any time you run a program and it has a green box surrounding the windows **STOP** what you are doing and contact support. See Below

